



Outpatient Handbook

A Guide to Facilities and Services

FIVE STAR SERVICE FOR THOSE WHO SERVED

Department of Veterans Affairs

Capitol Health Care Network

Veterans Integrated Service Network-5

849 International Drive, Suite 275, Linthicum, Maryland 21090
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[**http://www.va.gov/visn5/**](http://www.va.gov/visn5/)

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The VA Capitol Health Care Network was established in October 1995, and serves veterans from economically and demographically diverse areas within four states (the entire state of Maryland, and portions of Virginia, West Virginia, and Pennsylvania) as well as the District of Columbia.

The Network includes VA Medical Centers in Martinsburg, WV; Washington, DC; and the VA Maryland Health Care System, which is



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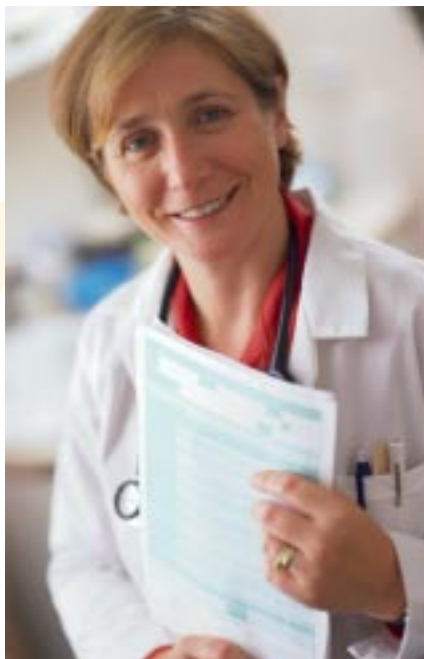
comprised of the Baltimore, Fort Howard, and Perry Point VA Medical Centers. In addition to the five hospitals, the Network also includes Community Based Outpatient Clinics (CBOCs) in Alexandria, VA; Harrisonburg, VA; Stephens City, VA; Cambridge, MD; Charlotte Hall, MD; Cumberland, MD; Glen Burnie, MD; Hagerstown, MD; Loch Raven, MD; Landover, MD; Pocomoke City, MD; Franklin, WV; Petersburg, WV; and Washington, DC.

Network Community Based Outpatient Clinics are community-oriented health care facilities that enable the VA to make care more accessible in areas where many veterans live, or in remote areas where other health care services are not available.

Our outpatient clinics offer veterans coordination of care by a primary care provider, physical examinations, general outpatient medical care, psychiatric screenings, and preventive health and education services. Another initiative for increasing health care access is the creation of our Mobile Clinic Program. Each of our Medical Centers uses mobile clinic vehicles to reach veterans who reside in rural communities with limited health care or transportation services.


Demand for care is greatest in the cities and in the rural counties of West Virginia and Southern Maryland. As expected, the majority of veterans using our services reside close to our facilities. The estimated veteran population in our service area is 818,400 and during fiscal year 1999 we serviced 92,970 veterans.

All staff within VISN 5 are committed to providing quality clinical care to veterans, both on an inpatient and outpatient basis, with emphasis being placed on outpatient primary care. Through the dedicated efforts of our staff, the VISN had three of its clinical programs nationally recognized by the Veterans Health Adminis-



tration as "VA Clinical Programs of Excellence." They are the; ***Seriously Mentally Ill Program, Health Care for the Homeless Program, and the Home Based Primary Care Program.*** Each of these programs will serve as a model nationally for the veterans health care system.

It is because of our nation's commitment to "Keeping the Promise" to veterans that the VA Capitol Health Care Network is dedicated to providing **"Five Star Service for Those Who Served."**

A cluster of five yellow stars of varying sizes is positioned to the left of the main title. A single, larger yellow star is located in the upper right corner of the page.

VA Capitol Health Care Network VISN 5

FIVE STAR SERVICE FOR THOSE WHO SERVED

Mission

The VA Capitol Veterans Integrated Service Network is a health delivery system based on a primary care model, which provides our veteran patients with a full range of high quality and compassionate treatment. The mission of our Network is to plan and set the direction for the health care needs of our patients from a regional perspective, assuring that a seamless continuum of services is available within the VISN. This is accomplished in an environment of employee participation, collaboration, sharing and teamwork as one integrated delivery system. The Capitol Network is committed to education and research that benefit our veterans, their families and community, while also providing support during Department of Defense and domestic emergencies.

Vision

The VA Capitol Health Care Network will function as a single coordinated delivery system, characterized by extraordinary teamwork among its member facilities. We will work together while also encouraging individual creativity, supporting the Network values and mission to plan and provide access to the best care for veterans in the most cost effective manner possible. We will share resources with each other and outside organizations to eliminate duplication. Our employees will receive quality education and training, enhancing current skills and developing new expertise, to promote the changes we will need to make as a progressive health care system. Our values will be the guiding principles for our actions and decisions. We all will have pride in our work and actively participate in our transformation toward becoming a truly integrated health care network and provider of choice for our veterans.

Patient Advocates

Our medical centers strive to provide you the best care possible in the most courteous and efficient manner. We appreciate your choosing VA to meet your health care needs, and value your comments about your experiences here. We always seek to improve our service to veterans, and your comments can help us do that.

Your health care team and other medical center staff are available to assist you with any questions, issues, or concerns you may have. If you encounter a problem, talk with your team or ask to speak with a supervisor if you can't resolve the issue with the staff directly involved. If you feel you need further assistance to ensure that your concerns are addressed, ask to speak with a patient advocate. You may also contact a

patient advocate if you wish to compliment a particular VA staff member.

VA patient advocates, also called patient relations specialists, are available from 8:00 a.m. through 4:30 p.m., Monday through Friday, except for federal holidays. Issues that arise during other times should be directed to the Administrative Officer of the Day or the Medical Administration Assistant on duty.

Patient Advocate Telephone Directory

VA Maryland Health Care System

Baltimore VA Medical Center410-605-7099

Perry Point VA Medical Center410-642-2416 ext.5097

Fort Howard VA Medical Center . . .410-477-1800 ext. 2676

Martinsburg VA Medical Center304-263-0811 ext. 3068

Washington DC VA Medical Center202-745-8588

Special Information

Advance Directives

What is an Advance Directive? It is an oral or written statement made by a patient which states his/her preferences regarding medical treatment. Only when the patient is unable to communicate or make choices concerning his/her health care is the advance directive implemented. Advance directives may include a treatment preference plan, a durable power of attorney for health care, or a living will.

We encourage patients to consider executing an advance directive for health care to ensure that their wishes concerning life-prolonging treatment are carried out if they become unable to express themselves. If you are considering executing an advance directive, we recommend discussing the issues with both your family and physician.



The social worker assigned to your primary care team, along with the staff from the Chaplain Office are also available for any counseling or questions you might have about the topic. We honor all valid Advance Directives.

Bioethics Committee

This committee is a resource for patients, patients' families, and Medical Center staff who request assistance with difficult health care decisions such as choosing acceptable treatments for the terminally ill. You or your family may speak with a member of your Primary Care Group or ask your nurse to speak with a member of the committee.

National Cemetery Administration

The National Cemetery Administration (NCA) honors veterans with a final resting place and lasting memorials that commemorate their service to our nation. It provides burial space for veterans and their eligible family members. It maintains national cemeteries as national shrines, sacred to the honor and memory of those

interred or memorialized there. It marks veterans' graves with government-provided headstone or marker and provides Presidential Memorial Certificates in recognition of their service to a grateful nation. It also administers grants for establishing or expanding state veteran's cemeteries.

Organ Donation

For information about organ donation, please contact your social worker and physician.

Veterans Benefits Administration

The Veterans Benefits Administration (VBA) is the part of the Department of Veteran Affairs responsible for administration of non-medical benefits programs such as Compensation, Pension, Education, Loan Guaranty, Vocational Rehabilitation and Counseling, and Insurance. Other programs of note with these broad categories include compensation or pension payments, educational assistance for dependents of veterans who died from service-connected disabilities, guardianship services for incompetent veterans and dependents, burial flags, and specially adapted housing and automobiles for certain classes of service

disabled veterans. Information concerning services available through the VBA is available from the local VA Regional Office, or the benefits advisor assigned to your local medical treatment facility.

World Wide Web

VISN 5 maintains a web site to provide you with extensive resources on Veterans Health Affairs programs and issues. Eligibility and Enrollment information is available as well as a downloadable enrollment form. There are also numerous links to Veterans Health Affairs web sites to make information gathering quick and easy.

VISN 5 web address

<http://www.va.gov/visn5/>

Washington D.C. web address

<http://www.washington.med.va.gov/>

VAMHCS web address

<http://www.vamhcs.med.va.gov/>

VBA web address

<http://www.va.gov/>



CBOCs

Remember the days when getting health care from VA meant traveling for miles, fighting for a parking spot and then settling in for a long wait?

For some veterans living near VA community-based outpatient clinics (CBOCs), those days are gone. Today, VA is committed to bringing high-quality care, the kind of care that will help you stay well, not just get well, to your neighborhood. We are currently adding additional CBOCs throughout our entire patient service area.

The VA Capitol Health Care Network currently has Community Based Outpatient Clinics in Alexandria, VA; Harrisonburg, VA; Stephens City, VA; Cambridge, MD; Charlotte Hall, MD; Cumberland, MD; Glen Burnie, MD; Hagerstown, MD; Loch Raven, MD; Landover, MD, Pocomoke City,

MD; Franklin, WV; Petersburg, WV; and Washington, DC. With this kind of convenience, there's no reason to wait until you're really sick to use VA's top-notch services.

CBOCs offer primary care services, including outpatient medical care for the purposes of prevention and detection of disease, treatment of minor injury and management of medical conditions. Once enrolled, head to a CBOC for checkups, a yearly flu shot, or if you're just feeling under the weather.

To find out more information about health care at CBOCs, please contact your nearest CBOC or VA Medical Center.



Harrisonburg, Virginia Community Based Outpatient Clinic

CBOC Telephone Directory

Alexandria, VA	703-360-8633	Petersburg, WV	304-257-1026
Glen Burnie, MD	410-590-4140	Northeast Baltimore, MD	
Cambridge, MD	410-228-6243	(Loch Raven)	410-605-7650
Hagerstown, MD	301-665-1462	Stephens City, VA	540-869-0600
Charlotte Hall, MD	301-884-7102	Franklin, WV	304-358-2355
Harrisonburg, VA	540-298-4666	South East, Washington, D.C. .	202-745-8685
Cumberland, MD	301-724-0061		

Mobile Vans

Each Medical Center within our health care network employs mobile clinic vehicles to reach veterans who reside in rural communities with limited health care or

transportation services. More information about the mobile clinic site locations and visit schedules can be obtained by contacting the appropriate VA Medical Center listed below:



Mobile Clinic Van

Mobile Van Telephone Directory

VA Maryland Health Care System	1-800-351-8387, ext. 2281
Martinsburg VAMC	1-800-817-3807, ext. 3758
Washington, D.C. VAMC	202-745-8247

Martinsburg VA Medical Center

Located in the heart of West Virginia's Eastern Panhandle, the Martinsburg Veterans Affairs Medical Center (VAMC) is located on 175 acres in historic Berkeley County. The Martinsburg VAMC offers a comprehensive range of services, including internal medicine, ambulatory surgery, audiology and speech pathology, dental, nursing home, nutrition, podiatry, prosthetics, women's health, mental health and rehabilitation medicine. Each veteran is assigned to a Primary Care Team of health care providers who manage your care while you are being treated at the hospital.

The medical center's Domiciliary Care Program has numerous treatment areas,

including a homeless program, a traumatic brain injury community re-entry program, substance abuse treatment programs, a Post Traumatic Stress Disorder (PTSD) Residential Recovery Program and long-term health maintenance.



Martinsburg VA Medical Center
Charles Town Road
Route 9
Martinsburg, West Virginia 25401

Martinsburg VA Medical Center Telephone Directory

Main Number304-263-0811
 Advice Line (Medical)1-800-817-3807
 or 304-262-4855
 Agent Cashier ext. 3191
 Audiology & Speechext. 3288
 Automated Prescriptions . . . ext. 4870/ 4871
 or 4872
 Benefits Counselor ext. 3100
 or1-800-827-1000
 Billing Office (MCCR)ext. 3198/ 3199
 Business Office ext. 3235
 C&P Exam Office ext. 3007
 Cardiology Clinic ext. 3595

Community Based Outpatient Clinics (CBOCs):

Cumberland Clinic301-724-0061
 Hagerstown Clinic301-665-1462
 Stephens City Clinic540-869-0600
 Petersburg Clinic304-257-1026
 Franklin County Clinic . . .304-358-2355
 Harrisonburg Clinic540-298-4666
 Dental Clinic ext. 3175
 DAV Transportation ext. 3732
 Dermatology Clinic ext. 3595/ 3494
 Details Clerk ext. 3016
 Domiciliary ext. 4536/ 4539
 Details Clerk ext. 3016
 Eligibility ext. 3758
 ENT Clinic ext. 3530
 Emergency Room ext. 3722
 Eye Clinic ext. 3530
 Fee Basis ext. 3011/ 3008
 Gastroenterology ext. 3503/ 3637

Hematology/Oncology ext. 3808/ 3673
 Lab (Outpatient) ext. 3430/ 3458
 Medical Center Operator . . . 304-263-0811
 Medical Service ext. 3490/ 3640
 Mental Health Clinic ext. 3344
 Neurology Clinic ext. 3494
 New Patient Evaluation ext. 3758
 Nuclear Medicine Service . . . ext. 3280
 Occupational Therapy ext. 3608/ 3606
 Orthopedic Clinic ext. 3567/ 3568
 Patient Advocate ext. 3068
 Pharmacy (Outpatient)ext. 3150/ 3148
 Podiatry Clinic ext. 3770/ 3771
 POW Coordinator ext. 3004/ 3003

Primary Care Teams:

CPC-1 ext. 3960/ 3961/ 3962
 CPC-2 ext. 3963/ 3964/ 3965
 CPC-3 ext. 3968/ 3681/ 3664
 Prosthetic Service ext. 3014/ 3013
 Pulmonary Clinicext. 3483/ 3481/ 3483
 Radiology ext. 3424/ 3440/ 3442
 Release of Informationext. 3028/ 3029
 Respiratory Therapyext. 3480/ 3481
 Same Day Surgeryext. 3627/ 3554
 Travel ext. 3040
 Urology Clinic ext. 3547/ 3549/ 3771
 Vascular Lab ext. 3565
 Volunteer Serviceext. 3310
 Women Health Clinicext. 3963/ 3500
 Women Veterans Coordinator . ext. 3809/ 3802

Vet Center

Martinsburg304-263-6776

VA Maryland Health Care System

The VA Maryland Health Care System (VAMHCS) is a dynamic and progressive health care organization dedicated to providing quality, compassionate and accessible care and service to Maryland's veterans. The Baltimore, Fort Howard and Perry Point Medical Centers, in addition to the Baltimore Rehabilitation and Extended Care Center, all work together to form this comprehensive health care delivery system. We are known for providing medical, primary care, surgical, rehabilitative, neurological, women's health and mental health care on both an inpatient and outpatient basis.

As a leader in education, the VAMHCS prides itself on an active affiliation with the University of Maryland School of Medicine and other local colleges and universities.

The employees and volunteers of the VA Maryland Health Care System are committed to "Working Together for a Healthier You."



VA Maryland Health Care System
10 North Greene Street
Baltimore, Maryland 21201-1524



Fort Howard Medical Center
9600 North Point Road
Fort Howard, Maryland 21052-3000



Perry Point Medical Center
Perry Point, Maryland 21902

VA Maryland Health Care System Telephone Directory

Baltimore Medical Center: <http://www.vamhcs.med.va.gov/>

Automated Prescription Refill and Clinic Appointment System 1-800-463-6295, ext. 7395

Baltimore Medical Center 410-605-7000 / 1-800-463-6295

Clinic Appointments 410-605-7333

Baltimore Rehabilitation and Extended Care Center 410-605-7000 / 1-800-463-6295

Telephone Care Line 1-800-865-2441

Community Based Outpatient Clinics (CBOCs):

Cambridge Outpatient Clinic 410-228-6305, ext. 4100

Southern Maryland Clinic 301-884-7102, ext. 5001

Fort Howard Medical Center:

Fort Howard Medical Center 410-477-1800 / 1-800-351-8387

TTY Medical Info and Assistance 1-800-735-2258

Primary Care Teams

Blue 410-477-1800, ext. 2508

Green 410-477-1800, ext. 2077

Medical Benefits Information:

Baltimore Medical Center 410-605-7317

Cambridge Outpatient Clinic 410-228-6305, ext. 4104

Fort Howard Medical Center 410-477-1800, ext. 2504 or 2077

Perry Point Medical Center 410-642-2411, ext. 5018

VA Benefits 1-800-827-1000

VA Enrollment & Eligibility 1-877-222-VETS (8387)

Perry Point Medical Center:

Specialty Clinics 410-642-2411, ext. 5077

Perry Point Medical Center 410-642-2411 / 1-800-949-1003

TTY Medical Info and Assistance 410-642-1096

Primary Care Team A 410-642-2411, ext. 1188

Primary Care Team B 410-642-2411, ext. 1189

Vet Centers

Baltimore Vet Center 410-277-3600

Elkton Vet Center 410-398-0171

Washington, D.C. VA Medical Center

Located only a short distance from the nation's leaders, the Washington, D.C. Veterans Affairs Medical Center (VAMC) is one of the most visible and dynamic health care facilities in the VA system.

The Washington, D.C. VAMC provides general and specialized services in medicine, surgery, neurology and mental health. The medical center is a referral

center for open-heart surgery, cardiac catheterization, dialysis, radiation therapy and the Gulf War Referral Program. It has a number of specialized services, including invasive and noninvasive cardiology, geriatric medicine, women's health program, PTSD Clinical Team, mental health, substance abuse treatment and infectious disease.



Washington D.C. VA Medical Center
50 Irving Street, N. W.
Washington, DC 20422

Washington, DC VAMC Telephone Directory

<http://www.washington.med.va.gov/>

Toll-Free Number 888-553-0242
Medical Center Operator 202-745-8000
Administrative Officer of the Day ext. 8236
Admissions Office ext. 5240
Beneficiary Travel ext. 5271
Billing Office (MCCR) ext. 8149
Chaplain Service ext. 8140

Community Based Outpatient Clinics (CBOCs):

Alexandria, VA 703-360-8633
Washington, D.C. 202-745-8685
Eligibility Information ext. 8251
Fee Basis ext. 5600
Hospital Based Home Care (HBHC) . ext. 8340
Medical Advice Line ext. 8247
Minority Veterans Coordinator ext. 8588

Nursing Home Care Unit:

H- Wing ext. 8569
K- Wing ext. 8583
Patient Advocates ext. 8588
Pharmacy Service (inpatient) ext. 6385
Police & Security Service ext. 8189

Primary Care Teams:

Blue ext. 8422
Brown ext. 8535
Green ext. 8596
Orange ext. 8445
Pink ext. 8267
Red ext. 8163
Silver (Principle Care) ext. 7765
Cardiology ext. 8115

Diabetes/Endocrine ext. 8300
GI/Liver ext. 8151
Renal ext. 8417
Pulmonary ext. 8117
Rheumatology ext. 8154
Yellow ext. 8631
Prosthetic Service ext. 8259
Public Affairs Office ext. 8321
Release of Information ext. 8341
Social Work Service ext. 8338
Veterans Benefits Counselor ext. 8150
Visual Impairment Service ext. 8621
Voluntary Service ext. 8320
Women Veterans Coordinator ext. 8469

Vet Center

Washington D.C. 202-543-8821

For additional information or
for a phone number not listed
above, please contact the VA
Medical Center operator at
(202) 745-8000.

Frequently Asked Questions

- Q** How do I schedule an appointment with my Primary Care Team or with a Specialty Clinic (i.e. Orthopedics, Eye, Dermatology)?
- A** Call the 1-800 phone number at the Medical Center where you obtain treatment: Baltimore 1-800-865-2441; Martinsburg 1-800-817-3807; or Washington 1-888-553-0242.
- Q** How do I get a copy of my medical records?
- A** Go to the Release of Information office and fill out a release form. The Release of Information office will ask for ten (10) days to process your request.
- Q** How do I get a physical examination form completed for my job or for handicapped tags?
- A** Take the examination form to the Release of Information office. They will have you sign a release, and send the examination form and your medical records to your Primary Care Team. Your team will either complete the examination form from the information in your medical records, or call you to come in for an appointment to complete the form. This process normally takes up to ten (10) days to complete.
- Q** If I have a discrepancy with my medical bill, who should I contact?
- A** Contact the Medical Care Cost Recovery (MCCR) Customer Service representative.
- Q** Who do I see about getting assistance with transportation to the Medical Center?
- A** Contact the Transportation office.
- Q** Who do I talk to about my Veterans Benefits or my disability claim?
- A** See the Medical Center Benefits Advisor.
- Q** Who do I contact if I do not understand or disagree with my treatment plan?
- A** Your Primary Care Physician or the physician in charge of your Primary Care Team.

Q Who should I see if I think that my Patient Rights have been violated?

A The staff in the Patient Advocate office.

Q Who should a female veteran see if she is experiencing problems in obtaining accessible care in the Medical Center?

A Contact the Women Veterans Coordinator.

Q Who should I contact if I feel that I am not receiving proper service due to my being a minority veteran?

A Contact the Minority Veterans Coordinator.

Q Who do I contact if my prescription did not come in the mail as promised?

A Contact the pharmacist assigned to your Primary Care Team by calling your team.

Q Who do I contact if I need assistance with my home living conditions (home health aide, visiting nurse, aid and attendance, nursing home)?

A Contact the social worker assigned to your Primary Care Team.

Q Who do I contact if I am having conflicts with my medical care due to my religious beliefs?

A Contact the Medical Center Chaplain's office.

Q Who do I contact if I feel that I have difficult questions concerning choosing acceptable treatments for the terminally ill or other ethical issues in the clinical area?

A Contact the Medical Center Ethics Committee representative.

Q Who do I contact if I observe a crime or other illegal activity on the Medical Center grounds?

A Contact the VA Police Operations office.

Q Who should I contact if I have questions concerning the Medical Center?

A Contact the Patient Advocate office.

Q Am I allowed to use the Medical Center Credit Union?

A The Medical Center Credit Union is restricted to members.

Q Can I cash a check with the Medical Center Agent Cashier?

A The Agent Cashier may only handle funds for inpatients.

Patient Rights and Responsibilities

Patient Rights

You have a right:

- ✔ To respect and privacy.
- ✔ To confidentiality of information about you.
- ✔ To a safe and clean hospital environment.
- ✔ To know whom is providing services and their professional status.
- ✔ To ask for and get another doctor's opinion without fear or jeopardy to care.
- ✔ To receive understandable information.
- ✔ To refuse treatment, to the extent permitted by law.
- ✔ To receive a written discharge plan of care and orders from the health care team.
- ✔ To private communication with visitors.
- ✔ To get help in resolving problems through a patient advocate.
- ✔ To know about relevant research projects.
- ✔ To make decisions about future medical care. Or to designate someone to make those decisions for you.

Patient Responsibilities

All patients are responsible for:

- ✔ Providing full information to the best of their ability about their condition to those involved in their care.
- ✔ Asking questions when they do not understand information given by health care providers.
- ✔ Following the Medical Center's rules and regulations, including those on visitation, smoking, and safety.
- ✔ Being considerate of the rights of others and respecting the property of other persons in the Medical Center.
- ✔ Notifying ward personnel when leaving their room or floor.
- ✔ Following the treatment plan outlined by their health care provider. If this is not possible, notify a member of the health care team immediately. Patients are responsible for their own actions if they refuse treatment, or do not follow their treatment plan.
- ✔ Reporting any changes in their condition to the physician or another member of the health care team.
- ✔ Keeping all scheduled appointments, or canceling the appointment with 24-hour notice.

Notes

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